



## MOTOR VEHICLES, DEPARTMENT OF CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	MOTOR VEHICLES, DEPARTMENT OF	<b>RELEASE DATE:</b>	Friday, May 29, 2009
<b>POSITION TITLE:</b>	CEA 2, Strategic Planning Officer, Executive Division	<b>FINAL FILING DATE:</b>	Friday, June 19, 2009 <i>or until filled</i>
<b>CEA LEVEL:</b>	CEA 2	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 7,815.00 - \$ 8,616.00 / Month	<b>BULLETIN ID:</b>	05272009_1

### POSITION DESCRIPTION

Under the direction of the Directorate, this position is responsible for and directs the Strategic Planning Office, the Strategic and Organization Analysis Unit, the Enterprise Governance Council Support Unit, and the Customer Service Research Program Unit. The incumbent is a member of the Department of Motor Vehicles (DMV) executive staff and reports directly to the Director.

Responsibilities include:

#### Strategic Planning Office

Manages the Strategic Planning Office which administers and directs the department's strategic planning process; measures and communicates organization performance and effectiveness; and facilitates an enterprise-wide approach to achieving DMV's Strategic Vision; provides executive management with status of all strategic planning activities within the DMV level and state level; oversees the comprehensive development of the department's annual Strategic Plan.

#### Strategic and Organizational Analysis Unit

Manages the Strategic and Organizational Analysis Unit which provides sensitive, confidential consultative and analytical support to the Director, through a variety of analytical techniques; makes recommendations to the Director on problem/issue analysis, policy analysis, feasibility studies, and research projects on best practices and continuous improvement.

#### Enterprise Governance Council Support Unit

Manages the Enterprise Governance Council Support Unit (EGCSU) which supports the department's Enterprise Governance Council (EGC) roles of formalizing enterprise policies and procedures; prioritizes Information Technology (IT) and business projects; provides leadership and support for enterprise-wide initiatives; provides a forum for escalation of enterprise risks through the

EGC's risk management strategies; make recommendations to the Directorate.

#### Customer Service Research Program Unit

Manages the Customer Service Research Program Unit which serves as the focal point for surveys and research pertaining to both internal and external customer service at the DMV; responsible for developing systematic, enterprise focused survey practices for advancing the department's goals and objectives.

Represents the department as a member of the Business, Transportation, and Housing Agency's Performance Improvement Council and presides as Chair of the department's EGC.

### MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

#### Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

#### Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

#### Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

#### Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

### KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and

practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

The Strategic Planning Officer must be thoroughly knowledgeable in all areas under his/her jurisdiction in order to provide the leadership role this position requires.

Candidates should possess the following:

- Extensive knowledge of concepts and principles of strategic planning, including emerging applications in both the public and private sector that foster innovation and outside the box methodologies.
- Experience in an executive capacity with responsibility for the formulation, operation, and/or evaluation of enterprise project management initiatives and policies, enterprise architecture policies, and business/technology policies that support enterprise goals and objectives.
- Experience that demonstrates the ability to formulate and direct the development and implementation of new or revised policies and procedures necessitated by policy, legislative, and/or business processes.
- Experience that demonstrates the ability to effectively plan, organize, and balance multiple and conflicting priorities to achieve the highest-level outcomes, resolve operational issues and develop timely, effective, and cost effective solutions.

- Extensive oral and written communication skills.
- Demonstrated ability to communicate with all levels within and outside the department.
- Ability to manage a diverse, highly visible program at a high policy level.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **CEA 2, Strategic Planning Officer, Executive Division**, with the **MOTOR VEHICLES, DEPARTMENT OF**. Applications will be retained for twelve months.

*The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.*

The applications and Statement of Qualifications will be reviewed by a screening committee. Using predetermined evaluation criteria based on the minimum and desirable qualifications, applicants will be competitively ranked according to their personal qualifications and experience. Interviews may be conducted with the most qualified applicants. All accepted applicants will be notified of their final score.

### **FILING INSTRUCTIONS**

All applications and Statement of Qualifications will be accepted until the position is filled. You may fax a copy of your application and Statement of Qualifications to ensure receipt by the Selection Services Unit to Ted Summerfelt at (916) 657-5848.

If a faxed copy of the application and Statement of Qualifications was sent to the Selection Services Unit, you must mail the original application to: Ted Summerfelt, Department of Motor Vehicles, Selection Services Unit, P.O. Box 932315 – Mail Station G208, Sacramento, CA 94232-3150.

Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Career Executive Assignment (C.E.A.) examinations, for which he/she meets the minimum qualifications. Person's applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State application (STD. 678).

### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

**Applications must be submitted by the final filing date to:**

MOTOR VEHICLES, DEPARTMENT OF, Selection Services Unit, Administrative Services  
Division

PO Box 932315 - Mail Station G208, Sacramento, CA 94232-3150

Ted Summerfelt | (916) 657-5764 | tsummerfelt@dmv.ca.gov

**ADDITIONAL INFORMATION**

The application and Statement of Qualifications may be hand delivered to the Department of Motor Vehicles - Selection Services Unit at 2570 24th Street, 1st Floor Lobby - Examination Drop Box, Sacramento, CA 95818

**SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

**GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The MOTOR VEHICLES, DEPARTMENT OF reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>